



DLA Information Operations

J6 “How to” Guide

OPR: J6

Date Pulled: 10/7/21

KBA00031191 – How to install or upgrade the Citrix Receiver/Workspace App

Question

How do you install or upgrade the Citrix Receiver/Workspace App?

Answer

Citrix Workspace is the program responsible for controlling and maintaining your connection to VDI. Citrix Workspace is replacing Citrix Receiver. If you close Citrix Receiver when prompted by the deployment package you will be disconnected from VDI. Once installation is complete you will be able to reconnect to VDI.

These instructions pertain to UMCs and Contractor Furnished Equipment only. Do not attempt on a Thick, Thin or Zero Client.

Installation process

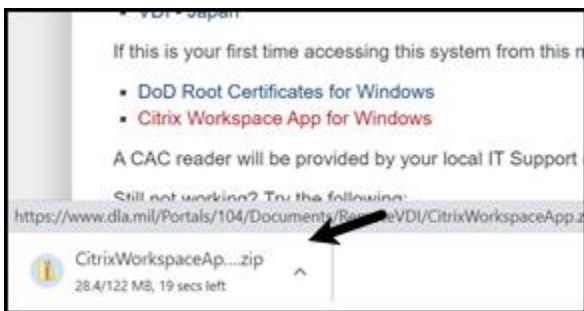
1. Log off from your existing VDI session.
2. Navigate to <https://www.dla.mil/RemoteVDI/>.

Note: The installation process will take approximately 5 -10 minutes and will require you to restart your machine upon completion.

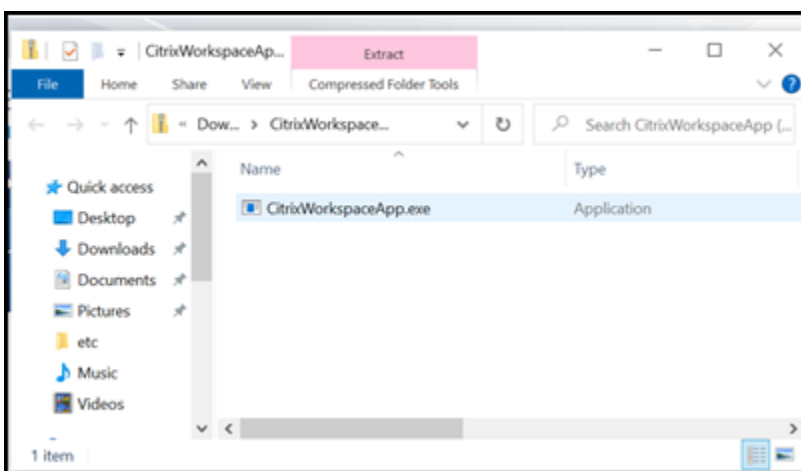
3. Acknowledge and Accept the DOD Agreement Notice.
4. Click Citrix Workspace App for Windows.



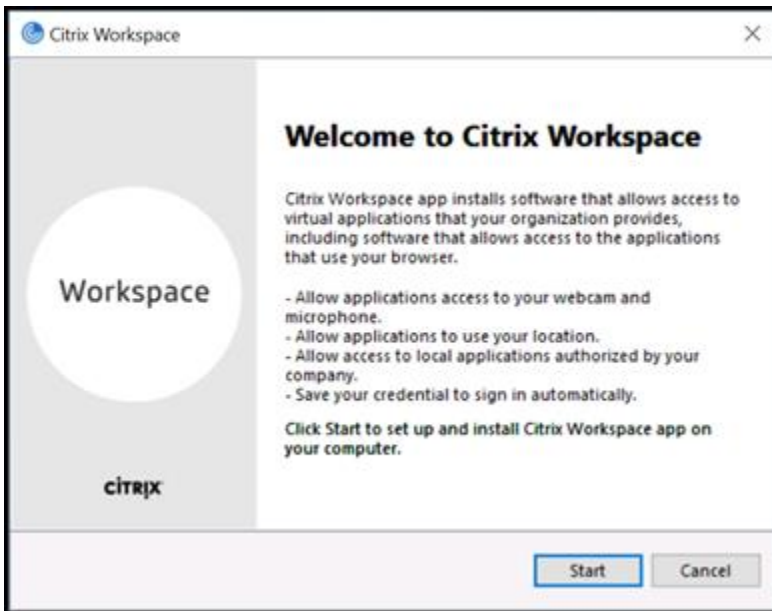
5. Open the download .zip file.



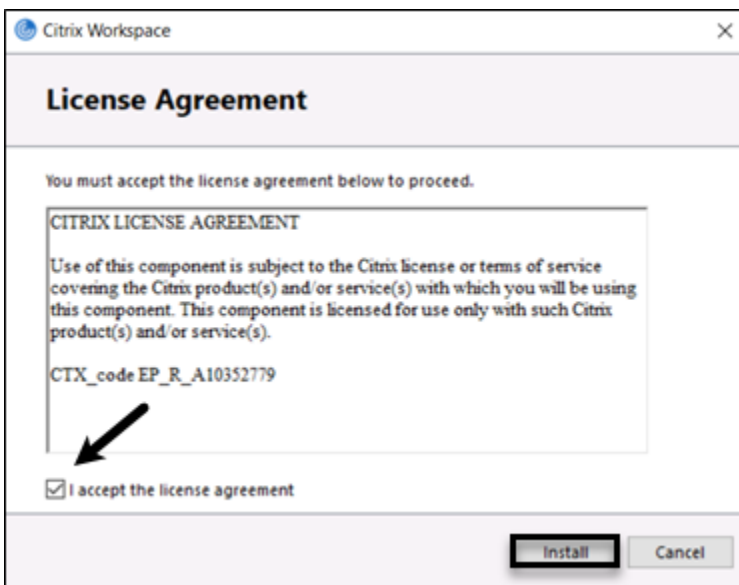
6. Click the CitrixWorkspaceApp.exe to begin installation.



7. Click Start.



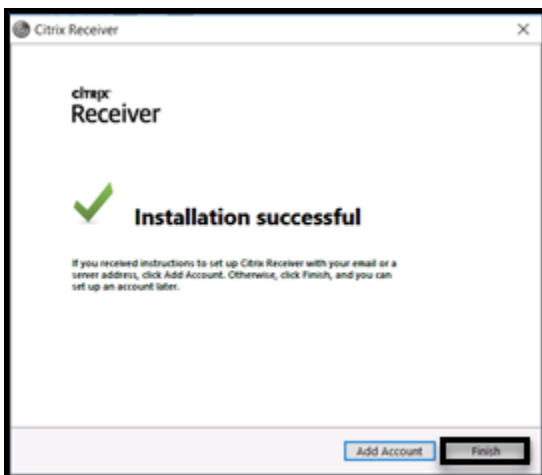
8. Check the License Agreement box. Click Install.



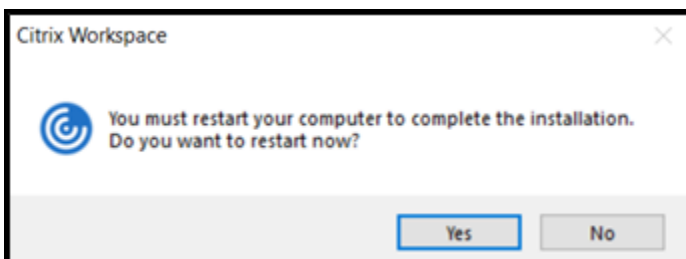
9. If this is a fresh install you may be prompted to Enable App Protection. Do not check the box, only click Install to continue.




10. Click Finish.



11. Click Yes.



12. If at anytime you are prompted to add an account, click Close to safely ignore.

 Add Account ✕

Add Account

Enter your work email or server address provided by your IT department:

Add

Close

Post Installation Information

Although this deployment will not produce any functional changes it is important to understand that you may experience some configuration changes after the install. If you have a dual monitor configuration in VDI or other special monitor/screen settings in place on your VDI you may need to [reconfigure those settings](#).

Technical Notes

For additional assistance:

Chat with [Amelia](#)

Call Amelia DSN: XX* (312) 850-9990 (*DSN prefix if needed)

Call Amelia Toll Free: (855) 352-0001 (CONUS)

Go to [SPOE](#)

